

# Resource Guide: Complaints Procedures

## Background

Pursuant to Section 6.4 in the Charter Contract, “The School shall establish and adhere to a process for resolving public complaints which shall include an opportunity for complainants to be heard. The final administrative appeal shall be heard by the School's Governing Board, except where the complaint pertains to a possible violation of any law or term under this Contract.”

The governing board may choose to delegate the initial hearings of complaints to a subcommittee of the board, or a school employee such as the principal or executive director. But the final administrative appeal must be heard by the full governing board.

## Complaints Procedures – Questions to Consider

The following questions are offered as issues to consider when reviewing, developing and implementing complaints procedures. The checklist is not mean to be prescriptive or regulatory in nature.

**Specificity.** *Does the complaint procedure specify to whom initial complaints shall be addressed?*

**Flexibility.** *Does the complaint procedure offer options for resolving complaints, including formal and informal processes?*

**Procedures.** *What are the procedures for filing a complaint? Does it have to be in writing? Does it depend on the type of complaint?*

**Timeliness.** *How soon after a complaint is made will a response be given? How soon after an appeal is made will the matter come before the board?*

**Recordkeeping.** *How will the school maintain records of complaints?*

**Appeals process.** *Does the appeals process provide the complainant an opportunity to be heard by the school's governing board, except when the complaint pertains to a possible violation of any law or term under the contract? Does the appeals process set forth timelines?*

**Resolution.** *What procedures must be followed when a complaint is resolved? Does the governing board provide its findings and proposed actions in writing to the complainant?*

**Dissemination.** *How does the school make its complaints procedures known to the community?*